**INFORMATION TECHNOLOGY
SERVICE DELIVERY MANAGER II
Department Of Development and Environmental Services
Annual Salary Range: $92,482 - $117,226
Job Announcement: 06KG6125
OPEN: 6/5/06   CLOSE: 6/23/06**

WHO MAY APPLY: This position is open to King County career service employees and the general public.

WHERE TO APPLY: Required forms and materials **must** be sent to: **DDES Human Resources**, **900 Oakesdale Avenue SW, Renton, WA 98055, fax 206-296-6728.**   E-mail applications are accepted at **ddesjobs@metrokc.gov** (all application materials must be included). MS Word format is preferred. Application materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Kathy Graves at (206) 296-6725 or kathy.graves@metrokc.gov for further inquiries. *PLEASE NOTE:* Applications not received at the location specified above may not be processed.

FORMS AND MATERIALS REQUIRED: Applications must include the following documents:
- Letter of interest detailing your background and your ability to perform the job functions listed below, and describing how you meet or exceed the requirements listed below;.
- Current resume;
- A King County application form. The King County application form can be found at: http://www.metrokc.gov/ohrm/jobs/ ;

WORK LOCATION: 900 Oakesdale Avenue Southwest, Renton, WA 98055-1219

WORK SCHEDULE: The position is exempt from the provisions of the Fair Labor Standards Act (FLSA) and is not overtime eligible. The work week is normally Monday through Friday, 8:00 a.m. to 5:00 p.m.

JOB SUMMARY: This position acts as the key point of accountability responsible for managing, overseeing and ensuring the effective delivery of all information technology services within the Department of Development and Environmental Services (DDES). The position reports to the county's Chief Information Officer and is simultaneously accountable to the DDES Department Director for the department's business needs and service level performance matters pertaining to the IT Service Delivery Plan. The position prepares, updates, and ensures compliance with the IT Service Delivery Plan as well as supervising the department's IT staff.

PRIMARY JOB DUTIES INCLUDE:
- Develop and oversee the implementation of the IT Service Delivery Plan for the department, working under the direction of the Chief Information Officer.

- Partner with the department's management team in coordinating and implementing overall IT service delivery in support of the department's strategies, goals, and objectives.
- Supervise, direct, coordinate and motivate IT staff and staff activities; establish priorities to ensure deadlines are met; conduct performance evaluations; authorize hiring and disciplinary actions in compliance with Department and HR policies.
- Oversee the development of new systems, improve existing systems, and enhance business/technology processes; provide direction for new development, correlating the new development with Department mission and goals; prepare implementation and contingency strategies; develop and oversee standard development methodologies.
- Oversee the operations of all Department computing systems; ensure network administration, desktop support and Helpdesk services are available to staff as required; develop operating standards and policies; coordinate inter-departmental system usage.
- Support, manage, oversee and implement technology projects and initiatives.
- Manage the development and implementation of DDES-specific business applications including permitting, finance, time-tracking, GIS and other systems required to support DDES business processes.
- Oversee and ensure compliance with information technology policies and procedures; ensure information security standards and policies are in compliance;
- Act as the department's central point of contact in the identification, coordination and resolution of information technology issues; make recommendations to the Chief Information Officer and Department Director regarding the resolution of technology issues; work closely with decision makers to identify, recommend, develop, implement and support cost-effective technology solutions.
- Act as the department's chief spokesperson on organizational issues, policy development, and IT service delivery strategies, goals, and objectives; regularly participate on committees and joint technology projects or system implementations; coordinate technology requirements with internal County agencies.
- Prepare activity and progress reports as required.
- Perform other related duties as needed.

QUALIFICATIONS:
- Advanced knowledge and experience in the application of information systems techniques and principles including analysis, design, development, implementation, maintenance, documentation and training procedures and practices
- Advanced knowledge and experience managing an organization's information technology department comprised of multiple and diverse businesses and organizational units, mainframe and distributed systems databases, multiple servers, web systems, and business applications
- Advanced knowledge and experience in the application of supervisory, organizational and management techniques and principles
- Advanced knowledge of project management principles, practices and techniques including resource and budget allocation skills
- Knowledge and experience in the application of budget techniques and principles
- Advanced written and oral communication skills including giving formal presentations
- Advanced problem solving, conflict resolution, and decision making skills
- Advanced skill in identifying, recommending and implementing solutions to information technology issues

- Advanced skill in working in a political environment, working with elected officials, the general public and external agencies involved in decisions that affect technology plan and requirements
- Skill in convincing others to initiate action to meet the department's information technology goals
- Skill in building consensus among individuals with conflicting viewpoints
- Skill in handling multiple competing priorities and sensitive situations

SPECIAL REQUIRMENTS:
- Washington State Driver's License or the ability to travel throughout the County in a timely manner.
- Candidates selected for this position may be required to pass a background check.

SELECTION PROCESS: The candidate evaluation and selection process will include a preliminary screening of application materials for qualifications, clarity and completeness. The applicants who meet or exceed the required qualifications and indicate that they possess the most competitive background in directly related experience, knowledge, and training may be invited for interviews by one or more panels. Reference contacts will be made with final candidates.

UNION REPRESENTATION: This position is not represented.

Class Code: 8027